VMware Production Support

Focused, 24-hour support for production environments

Overview

The VMware[®] Production Support is designed with your production environments in mind. VMware global support centers are staffed around the clock to provide you access to VMware's industry-leading expertise in virtualization and years of experience supporting virtual infrastructure products in real-world customer environments. VMware is committed to delivering enterprise-class, worldwide support with a single objective in mind: your success.

OVERVIEW		
Environment Type Supported	Cloud or On-Premises	
Length of Service	1 or 3 years	
Online Access to Product Updates	Yes	
Online Access to Product Upgrades	Yes	
Products Supported [1]	Support by Product Matrix	
Method of Access	Web	
Response Method	Telephone / Web	
Remote Support	Yes	
Access to VMware Discussion Forums and Knowledge Base	Yes	
Number of Support Administrators	6	
Number of Support Requests	Unlimited	
Root Cause Analysis	Only available with VMware Premier Support and VMware Success 360	

KEY BENEFITS

- Available by region
- 24x7 support for Severity 1 issues
- Unlimited number of support requests
- Up to 6 Administrators
- Online access to documentation and technical resources, knowledge base articles, and discussion forums
- Online access to product updates

ADDITIONAL INFORMATION

Purchase information can be found by dialing one of *VMware's toll free numbers* and choosing the Sales Option or contacting one of *VMware's resellers*. Additional information about VMware's support policies and offerings can be found in the *VMware Technical Support Guide*.

Target Response Times	Severity 1 within 30 minutes, days/week	24 hrs/day, 7	
	Severity 2 - 4 business hours, days/week	10 hrs/day, 5	
	Severity 3 - 8 business hours, days/week	10 hrs/day, 5	
	Severity 4 - 12 business hours, days/week	10 hrs/day, 5	
Business Hours	Please refer to VMware Severity De Times	Please refer to VMware Severity Definitions and Response Times	

[1] The purchase of Production Support for VMware Desktop Hypervisor products requires a minimum license quantity of ten (10) per supported product



VMware, Inc. 3401 Hillview Avenue Palo Alto CA 94304 USA Tel 877-486-9273 Fax 650-427-5001 vmware.com Copyright © 2020 VMware, Inc. All rights reserved. This product is protected by U.S. and international copyright and intellectual property laws. VMware products are covered by one or more patents listed at vmware.com/go/patents. VMware is a registered trademark or trademark of VMware, Inc. and its subsidiaries in the United States and other jurisdictions. All other marks and names mentioned herein may be trademarks of their respective companies. 7/23